Class Specification for the Class:

TELEPROCESSING SYSTEM MONITOR

Duties Summary:

Monitors an extensive teleprocessing activity; advises users in identifying and resolving equipment and operations problems; calls for and monitors vendor repair efforts; coordinates usage of the system to limit activity within programmed limits; and performs other related duties as assigned.

Distinguishing Characteristics:

This class reflects responsibility for operating a supervisory teleprocessing console to maintain teleprocessing system activities for a large system of a department as a primary assignment. Monitoring includes routine start-up to initiate the system; coordinating the use of key words to contain the amount and kind of activity within programmed limits; and advising users on equipment operational problems, particularly inexperienced workers whose lack of understanding of input/retrieval methods may lead them to improperly conclude there are equipment/system failures.

The key to positions within this class is detailed knowledge of system equipment, how equipments are interconnected, normal and abnormal status and problem-solving procedures for the identification and segregation of line, equipment and software failures, and calling in the appropriate vendors for repair. Because of the nature of teleprocessing systems, identification of specific problems is not clear-cut and requires working with users by telephone to implement tests (hands-on tests and computer run tests of equipment) to narrow down the scope of problem areas.

The Teleprocessing System Monitor's work does not normally require intervention to keep the system operational. Supervisory commands used are typically limited to problem isolation or close down of the system or parts of the system per detailed documentation/instructions left by programmers/analysts. Monitors do not normally prioritize or intervene in processing as do computer operators although they may put equipment out of service as circumstances dictate (e.g. degradation of response time, security violations, etc.).

A position in this class functions under the general supervision of a clerical supervisor or system analyst/programmer. While detailed guidelines are available to identify malfunctions for specific equipment, decisions are typically made under conditions of urgency since users' deadlines, particularly in money payment and like programs, are strict. Broad knowledge and experience with probable equipment/

communications lines failures are required to enable workers to pinpoint problem areas expeditiously and to avoid unnecessary expenditures and time delays incurred when the wrong vendors are called out.

Personal contacts are usually through terminal or telephone contact with users to advise them on operating equipment as requested and to identify problems including directing them to do various tests and report results and with vendor repairers to report and describe problems and to obtain feedback as to the specific steps/tests taken to correct the problem. Positions also typically talk with systems analysts or computer programmers to describe and report suspected software problems, to participate in installation of new equipment or to test new programs by operating the equipment from the supervisory console and/or to report problems.

Examples of Duties:

Independently monitors all teleprocessing terminals of the assigned system to identify equipment, communications lines/modules or software malfunctions and initiates corrective actions; works with users, taking them through step-by-step testing procedures to correct the problem or narrow down the nature of the malfunction; invokes supervisory commands to test or turn equipment at the site on and off; evaluates results of testing and identifies malfunctioning equipment, lines or software; calls in the appropriate vendor to effect repairs and notifies the users; explains in detail the probable nature of the problem and asks for and documents in detail actions taken by the vendor to correct the problem; refers identified software problems affecting equipment operations to the supervisor for correction by programmers/analysts; communicates with the State's central computer teleprocessing staff when system problems appear to be centralized rather than remote; maintains maintenance logs and documentation files detailing problems encountered and how solved; keeps abreast of changes in equipment and the system and relates them to work requirements; assists in the installation and testing of equipment as directed by programmer/analysts; initiates the system on a daily basis by performing prescribed routines; sequences the use of the system among users as necessary to maintain maximum activity within programmed limits; broadcasts general and specific messages as directed by the supervisor or by established procedures; prepares reports and keeps time and related records; may participate in the review of changes in the system as they affect monitoring activities; follows up immediately on suspected security violation attempts concurrently notifying the supervisor; may perform clerical procedures as required by the program such as reviewing requests for or initiating requests for special file/information correction; keeps abreast with line teleprocessing operators' requirements relative to applications programs so as to distinguish input/retrieval failures controlled by applications programs from equipment/line failures and to be able to advise users to that effect.

Knowledge and Abilities Required:

Knowledge of: Supervisory formats and codes used by the CICS system; teleprocessing system equipment characteristics (terminal, modem, controllers and printers) and their normal/abnormal behavior; types of self-tests for equipment and implications of results; methods for identifying and resolving teleprocessing equipment/communications line problems; general understanding of various methods for interconnecting teleprocessing and communication equipment and implications of same; operation of teleprocessing system equipment.

Ability to: Learn the department's specific equipment and how it is interconnected and apply these knowledges to problem identification; learn the department's applications programs in general, what they do, and what entries/retrievals are not permitted so as to distinguish from equipment/line malfunctions; learn and apply associated clerical procedures; communicate effectively orally and in writing; read technical material and extract implications for teleprocessing monitoring; make inferences, identify alternatives for action and reach conclusions under time pressure; read and follow directions; maintain good documentation; learn and apply special codes applicable to the assigned system; keep abreast with changes in software as they affect monitoring responsibilities; type at least 40 net words per minute.

Due to the transfer of authority to the Department of Education to administer its own Civil Service System pursuant to Act 51 Session Laws of Hawaii 2004, this is an adoption of the class specifications for the Executive Branch Civil Service class TELEPROCESSING SYSTEM MONITOR by the Department of Education Civil Service system.

DATE APPROVED: _____OCT 3 1 2006_____

EFFECTIVE DATE: _____JUL 1 2005_____
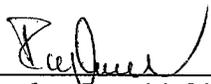
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for Gerald Okamoto
Assistant Superintendent
Office of Human Resources